

Dr Martin and Partners
The Medical Centre, King Street, Crieff, Perthshire PH7 3SA



The
Blue
Practice

TELEPHONE : **01764 652283**
FAX: **01764 655756**
WEBSITE: www.bluepracticemedicalcentrecrieff.co.uk

REPEAT PRESCRIPTION ONLY

01764 655510

Dr Andrew E Martin	MB ChB
Dr David G Mitchell	MB ChB DRCOG MRCGP
Dr Hamish T Dougall	BSc MSc (Clin Pharm) MBChB MRPharmS MRCP MRCGP
Dr Alan Matthews	MB ChB MRCGP DRCOG
Dr Stuart Evans	MB BCh DCH DRCOG MRCGP
Dr Claire Jones	BScMedSci MBChB DFFP MRCGP
Dr Shona Sinclair	MB ChB DRCOG DFFP

WELCOME TO THE PRACTICE

We are Dr Martin & Partners, Crieff. We hold a General Medical Services (GMS) contract with NHS Tayside Health Board. Details of this contract are available from our practice manager.

Everyone at the Blue Practice is committed to delivering the highest quality medical care to our patients as quickly and conveniently as possible.

By adopting the Advanced Access initiative, we have ensured that patients can be seen by a doctor or nurse on the day of their request.

THE DOCTORS

Dr Andrew Martin is a graduate of Aberdeen University. Currently he is the administrative partner within the practice and works with the practice manager to ensure the smooth running of the practice, especially regarding the ready availability of doctors and nurses to our patients. Andrew is married with four sons.

Dr David G Mitchell graduated from Aberdeen University in 1981 and has been in practice in Crieff since completing his training, during which he had a special interest in surgery. He is a Member of the Royal College of General Practitioners and, together with Dr Alan Matthews and Dr Stuart Evans is responsible for the specialist training in the practice. His special interests include emergency care, minor surgery and diabetes. He holds a Diploma in Diabetic Management.

Dr Hamish Dougall, as well as being a doctor, is also a qualified pharmacist. He graduated in medicine from Aberdeen University in 1994 and worked in a number of medical specialities before moving into general practice. He is a Member of the Royal Pharmaceutical Society, the Royal College of Physicians and the Royal College of General Practitioners. He also holds a Diploma in Family Planning. Specialist interests include immediate and intermediate care, cardiovascular and respiratory medicine and palliative care. He is married with three young children.

Dr Alan Matthews qualified from Dundee University in 1982 and was in general practice in Auchterarder for 14 years prior to joining this practice. He is a Member of the Royal College of General Practitioners. Together with Dr David Mitchell and Dr Stuart Evans, is responsible for the specialist training in the practice. He is married with two sons and has a special interest in therapeutics and dermatology.

Dr Stuart Evans graduated from Queen's University Belfast in 1997. Both he and his wife, also a doctor, came to Scotland when he became a registrar with the practice prior to becoming a partner in January 2003. Stuart is a Member of the Royal College of General Practitioners and holds Diplomas in Child Health and Obstetrics and Gynaecology. Together with David Mitchell and Dr Alan Matthews, is responsible for the specialist training in the practice. He has a special interest in respiratory diseases especially asthma and COPD and is also interested in palliative care. He is responsible for the immunisation programme within the practice and liaises closely with our practice nurses to ensure the smooth running of the 'flu clinic.

Dr Claire Jones graduated from Aberdeen University in 2002 and worked in various hospital posts around Scotland, followed by some time in Bangladesh with an aid agency before coming to Crieff as a registrar prior to becoming a partner. Claire is a member of the Royal College of General Practitioners and holds a Diploma in Family Planning (including coil fitting). She has a special interest in emergency care, women's health and family planning.

Dr Shona Sinclair graduated from University of Dundee in 1984 and was in general practice in Stanley for 10 years before joining the practice at Crieff. She has special interests in women's medicine, family planning, and drug misuse and management and has post-graduate qualifications in these subjects. She holds the Diploma from Faculty of Family Planning (DFFP), Diploma in Obstetrics and Gynaecology (DRCOG), RCGP Diploma in Drug Misuse and Management, Diploma in Asthma Management and Diploma in Diabetes Management. Shona also has an interest in acupuncture and homeopathy. She is married with six children and currently works six sessions per week at the practice.

GP SPECIALIST TRAINEES

As a training practice we have GP specialist trainees working with us for a period of time. He or she is a fully qualified doctor often with considerable experience in other areas of medicine who is completing general practice training.

CHARTER

We are committed to providing our patients with the best possible service, and this can best be achieved by us working together.

Our Charter Responsibilities can be found towards the back of this booklet.

PRACTICE STAFF

The practice staff comprises the following:

PRACTICE MANAGER

The practice manager, **Ann Massey**, is responsible for the smooth running and efficiency of the Medical Centre, and may be able to help you with any administrative or non-medical aspects of your health care.

ADMINISTRATION

Our administration staff cover all day-to-day operations ie reception desk, data input, secretarial, processing of repeat prescriptions and filing. They are there to assist you and the doctors.

They are all trained, confident and caring and are bound by the same rules of confidentiality as the doctors and nurses.

COUNSELLING

The Blue Practice offers a counselling service for patients who might be experiencing difficulties with conditions such as relationships, stress, bereavement or depression. Appointments can be made through your doctor or by contacting reception on 01764 652283. A charge will be made for this service.

PRACTICE PHARMACIST

Kenny Halliday MSc BSc MRPharmS PgDip graduated from Strathclyde University in 1991 and completed his training at the London Chest Hospital. He worked in hospitals in the North of England and Fife before commencing his current post in Crieff in 2001. He holds a post-graduate Diploma in Clinical Pharmacy and is a member of the Royal Pharmaceutical Society. His special interests are anticoagulant management and pain management. He currently works part time with the Blue Practice two days a week. The practice pharmacist works closely with the doctors and healthcare staff to address all aspects of medicine management within the practice. He can help answer medicine-related queries from members of the public.

REGISTERING AS A PATIENT

When registering, please bring your NHS medical card and birth certificate to the practice and those of any other persons registering with you.

If you do not have a medical card, you will be asked to complete a registration form for each person registering with the practice. In addition, all patients will be asked to complete a new patient questionnaire, allowing us to provide medical care in the interim period, while your medical records are transferred from your old practice to this one. When you apply to join the practice you will be offered an appointment to see the doctor and the nurse. You will be asked about past health problems and offered an appointment for a routine health check. This is also an ideal opportunity for you to find out how the practice works and what it has to offer.

If you move out of the practice area, you will be required to register with a new practice as soon as you move. We can provide information about how to find a new practice.

For 24 hour information click to: www.bluepracticemedicalcentrecrieff.co.uk

YOU AND YOUR DOCTOR

Patients are registered with the practice, not an individual GP. For administrative reasons your medical card will be issued in the name of one of the doctors; however, you can at any time express a preference for a particular doctor, for either all of your medical needs or on a case-by-case basis. This preference will be recorded in your medical notes and we will do our best to respect your choice. It is, however, always best to try and see the same doctor for any one episode of illness, be that acute or chronic. Nevertheless, do bear in mind that not all the doctors in the practice provide all services and specific doctors may not be immediately available.

SERVICES AVAILABLE FROM THE PRACTICE

All GP practices are contracted to provide "essential services", that is, basic treatment of ill people. We also provide the following "additional services":

- Child health surveillance, together with the health visiting team
- Contraceptive services. IUCD and Implanon insertion
- Maternity services in the antenatal and postnatal period together with the community midwives
- Routine immunisation of children, together with the health visiting team
- Immunisation for adults in relation to travel. Not all travel immunisations are available on the NHS; please ask our practice nurse for details
- Cervical screening
- Treatment of warts and other small skin lesions

We also hold contracts with Tayside Health Board for the following "enhanced services":

- An annual flu immunisation programme to protect the elderly and those "at risk"
- Regular monitoring of patients on a range of treatments for arthritis and bowel problems
- A methadone substitution programme for patients with drug abuse problems, in collaboration with the Tayside drug problem service.
- Minor surgery eg injection of joints, nail surgery, biopsy of skin lumps/moles etc

As part of the General Medical Services Contract, the practice also offers a range of chronic disease monitoring programmes which include heart disease, diabetes, hypertension, asthma, COPD, hypothyroidism, epilepsy, mental health, stroke disease and cancer care.

(Tayside Health Board can be contacted at: NHS Tayside, Ashludie Hospital, Monifieth DD5 4HQ or by telephoning 01382 423000.)

For the latest information click to: www.bluepracticemedicalcentrecrieff.co.uk

HEALTH CENTRE OPENING TIMES

MONDAY TO WEDNESDAY	8.00AM - 6.00PM
THURSDAY	7.00AM - 8.00PM
FRIDAY	8.00AM - 6.00PM
WEEKENDS/BANK HOLIDAYS	CLOSED

During these times the doctors have other commitments to undertake including but not limited to specialist clinics and home visits. Times may vary due to other responsibilities and also to address patient needs.

AUTOMATED TELEPHONE SYSTEM

The Medical Centre telephone system provides an effective, efficient patient service to answer all calls, queries and requests for appointments.

However, if your call is an emergency, by pressing 1 your call will be answered immediately.

CRIEFF HOSPITAL

This is a 22-bed hospital that opened in 1995. There is a 12-bed ward accessed by the general practitioners for the acute care of their own patients and a 10-bed dementia ward. The hospital has physiotherapy, x-ray and occupational therapy departments and a day care area. The minor injuries unit is located immediately to the left upon entering the hospital. Those patients who have suffered accidents or injuries should attend here between 8.00am - 6.00pm Monday to Friday or if requested out of hours by NHS 24.

HOW TO SEE YOUR DOCTOR

The doctors will see you in the surgery by appointment. Please make separate appointments for each person to be seen. Appointments are of **10 or 15 minutes'** duration. If you feel that your problem is likely to require more time than this please advise the receptionist when making the appointment. Patients may consult any of the doctors in the practice; however, it is recommended that you follow through an illness with the same doctor. Appointments can be made by phoning the receptionist or in person at the reception desk. Patients are encouraged to be on time for their appointment. If you find that you no longer require your appointment or you are unable to attend please let us know in good time, as this will allow us to offer that appointment time to someone else.

HOME VISIT

If possible please try to telephone before 10.00am. A doctor or nurse may phone you back as it may be that your problem can be dealt with by telephone advice, or that it would be more appropriate to receive treatment from a nurse, or indeed arrange hospital attendance. House visits are only available for patients who are housebound because of illness or disability.

Please remember that several patients can be seen in the practice in the time that it takes to make one home visit. There are also better facilities for examining and treating patients at the health centre.

For 24 hour information click to: www.bluepracticemedicalcentrecrieff.co.uk

HOW TO OBTAIN MEDICAL ADVICE

BY TELEPHONE

The practice offers the facility of obtaining advice from the doctor over the telephone by appointment.

SICK CERTIFICATES

The patient is responsible for self-certification for the first seven days of an illness using form SC2 that can be obtained from one's own employer. Thereafter, if appropriate, NHS certificates will be issued as part of a consultation. Please note that certificates will not be issued for illnesses of less than seven days' duration as there is no requirement for this.

OUT OF HOURS AND NHS 24

Between 6.00pm and 8.00am during the week and throughout weekends and bank holidays the surgery is closed. In order to obtain medical advice at these times, please call NHS 24 on 08454 24 24 24. A receptionist in their emergency call centre will answer your call. They will either:

- 1) Arrange for you to speak to a doctor or nurse
- 2) Invite you to attend the primary care treatment centre to be seen by a doctor
- 3) Arrange a home visit if you are too ill to visit the centre

Please take a leaflet for further details from reception. Out-of-hours cover is now the responsibility of NHS Tayside. Further advice and information can also be obtained from NHS 24, whom you can call direct on 08454 24 24 24 or visit www.nhs24.com

IN SERIOUS EMERGENCIES DIAL 999 FOR AN AMBULANCE. IN THE EVENT OF ANY DIFFICULTIES IN CONTACTING NHS 24, DIAL THE OPERATOR ON 100.

REPEAT PRESCRIPTIONS - 48-HOUR SERVICE

Patients who are on regular treatment may request a repeat prescription by telephoning 01764 655510, calling at the Medical Centre and completing a request form, or by letter enclosing a stamped, addressed envelope for reply. Two months' supply is the usual amount prescribed and the doctor will wish to see you periodically to monitor your treatment. Patients should expect to see the doctor personally at least once every six months. If you are unable to collect your prescription your chemist may be prepared to deliver it to you.

We require at least 48 hours' notice (not including weekends) for repeat prescriptions which will then normally be ready for collection after 2.00pm. Requests placed on Fridays will not be ready until Tuesday afternoon. There is no facility for repeat prescriptions to be ordered or collected on Saturdays, Sundays or public holidays so please ensure you order them in plenty of time to avoid any inconvenience.

Please note that prescriptions can only be collected by someone over the age of 16.

For the latest information click to: www.bluepracticemedicalcentrecrieff.co.uk

NURSING SERVICES AND HOW TO CONTACT THEM

PRACTICE NURSES

Katrina Cowie BA RGN SCM
Tracy Henderson RGN
Elsbeth Burrows BN RGN

Katrina, Tracy and Elspeth are registered nurses who have specialist training in long-term health problems enabling patients to achieve a healthy lifestyle.

Special interests include asthma, diabetes, heart disease prevention, women's health and men's health. Appointments for the practice nurses can be made at reception. The nurses work in close association with the doctors and can help and advise on immunisations, family planning, cervical smear tests, blood pressure checks, removal of sutures, diets and nutrition. They also hold clinics for asthma, diabetes, well woman, skin problems, holiday health and travel advice.

HEALTH CARE ASSISTANTS

Andrea Rimmer is highly trained in venepuncture, blood pressure monitoring, ECGs, urinalysis and carrying out new patient medicals. The treatment room staff are assisted by **Karen Jack**.

The treatment room is open Monday to Friday from 8.00am - 6.00pm.

The doctor may ask you to attend the nurse for dressings, removal of stitches, ear syringing, blood tests or vaccinations.

ATTACHED STAFF

Tayside Primary Care Trust employs district nurses and health visitors who work from within the medical centre.

DISTRICT NURSES

Irene Foster RGN SCM DN Dip BN SPQ Palliative Care
Lesley Ford RGN
Lorraine Hunter RNA
Anne Ferrier RGN

The community nurses provide nursing care to those patients at home who are housebound and unable to attend the surgery.

They are highly trained and give nursing advice to the doctors and patients. They can be contacted directly by telephoning the Medical Centre on 01764 652257.

COMMUNITY PHLEBOTOMIST

Kate McGregor

PUBLIC HEALTH/HEALTH VISITORS

Pauline McOmish RGN PHN HV
Karen Aitken RGN

Pauline and Karen are registered nurses with extra training in public health and family health with particular emphasis on child development. Other services offered include:

- Healthy Lifestyle Clinics
- Smoking Cessation
- Support Groups (postnatal, infant massage)
- Young People Services (open access - advice on sexual health, weight, bullying, drugs etc)

Their direct telephone line within the Medical Centre is 01764 655535.

COMMUNITY MIDWIVES

Community midwives attend women before and after babies are born at home or in clinics and classes. They act as a link between the hospital midwifery service and our practice.

If you wish to contact a midwife about any problems please use the following numbers:

- For URGENT matters please telephone 01738 473425. This is manned 24 hours a day and is the labour ward main line at Perth Royal Infirmary.
- For NON-URGENT matters please telephone 01738 473406 and leave a message. This is an answering machine and the midwife will call you back.
- If your baby has a FEEDING PROBLEM please telephone 01738 473436 and leave a message. This is manned 24 hours a day and is the Red Team postnatal ward at Perth Royal Infirmary.

CHILDREN SERVICES

CHILD HEALTH SURVEILLANCE SERVICE

The GPs and the health visitors co-operate closely to provide a full child health surveillance programme. This is held every Wednesday morning between 9.15 - 10.30am and is by appointment only.

HEALTH VISITOR CLINIC

This is a combined clinic for both practices and is held every Monday morning 9.30am - 12 noon. The health visitor will offer advice, support and information on child and family health. Phone the surgery for an appointment.

IMMUNISATION CLINIC

Immunisations are routinely carried out, by appointment, either by the health visitors or the GPs.

Please contact your health visitor if you have any queries about the immunisation programme and would like more information.



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Ray Burnie MSWW
Senior Consultant



ray@caledoniawillservices.com www.caledoniawills.co.uk

Will Writing

Have YOU made a will?

Many people die without having made a Will leaving the Government to sort things out according to inflexible and sometimes unfair rules.

Make a Will and you say who gets how much, and when - who gets nothing - who can benefit from a Trust fund. A well written Will lets YOU choose who will deal with your private affairs and gives a chance to reduce the Tax you pay - leaving more of your hard-earned money to go to your loved ones.

You need a professionally written Will to avoid needless heartache and hardship.

You also need a professionally written Will if you have young children; if you have previously been married; if you are in an unmarried partnership; if you wish to pay the minimum tax; if there is the possibility of needing long-term care or any fear that ill health may be on the horizon. In short, whoever you are and whatever your circumstances you need a professionally written will. A will is possibly the most important document you'll ever prepare so take expert advice on these matters.

You can go to a Solicitor's office or get advice from a professional will writer in the privacy and comfort of your own home - but do decide that today is the day you're going to put your affairs in order!

Advertising Feature

Attract **more business** by placing your advert **here**. Simply call 0800 0234 196.



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Visit Wardside House soon and discover the many advantages of a stay here.

- The superb location overlooking the Earn Valley.
- Single, double bedrooms or suites, all with en suite facilities.
- Fully trained care staff in attendance 24 hours a day.
- Direct telephones in all bedrooms.
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- 24-hour Care Call System throughout.
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If you'd like further information, please write for our brochure to:

Marjorie Burt, Wardside House, Muthill, Crieff, Perthshire PH5 2AS.

Tel: Muthill (01764) 681275 Fax (01764) 681246

Leonard S. Armfield

BEd BAAppSc (Osteo)

- OSTEOPATH -

35 High Street, Auchterarder

Tel: 01764 664600

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To place an advertising feature in our practice booklets and book a daily reminder of your service on our appointment cards and website simply phone Jenny Mellenchip now on 0800 612 1516



To advertise **your** business to **our** patients on low cost, easy payment terms call 0800 0234 196.



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WOMEN'S HEALTH

Full screening, cervical smear, breast examination, family planning service, menopause and general health advice. The National Breast Screening Service operates in Tayside and offers women between the age of 50 and 70 mammography every three years. The screening unit visits the centre at regular intervals.

FAMILY PLANNING

All of the doctors, both health visitors and the practice nurses provide a full range of contraceptive services including coil fitting and emergency contraception.

ANTENATAL AND MATERNITY SERVICES

All the doctors see antenatal patients during normal surgeries and the midwives also hold clinics within the Medical Centre. Antenatal care is shared between your GP and midwife ensuring continuity of care before and after the birth of your baby.

CERVICAL SMEARS

These may be done at the women's health clinic or during surgery time (please book a double appointment). A three-yearly routine recall system operates in Tayside for women aged 20 - 60.

OVER 75 HEALTH CHECK

These appointments are usually carried out by the health visitor staff nurse. Where appropriate it may be possible for you to be seen in your own home if you are unable to attend the Medical Centre.

LIFESTYLE INFORMATION

SMOKING

We are keen to give all our patients who smoke as much help as possible to stop. Please ask at reception or at any consultation for information and support.

EXERCISE

Even the smallest effort can improve your quality of life and make you feel healthier and livelier. As walking is a very good exercise which most people are able to do, and don't need special equipment for, then why not get started on your fitness campaign. Simply start by walking for 15 or 20 minutes at a brisk enough pace to get your heart beating faster, three times a week regularly. When you can easily walk for an hour you are ready to move on to swimming, cycling or running!

HEALTHY EATING

A healthy diet doesn't need to be a boring one. Health experts tell us we are all eating too much fat, salt etc, but what exactly does this mean? Why not speak to your doctor/nurse or pick up some of our information leaflets so you can enjoy a healthier diet?

YELLOW FEVER CENTRE

The Medical Centre is a designated Yellow Fever Centre and is recognised as such by the World Medical Organisation. Patients requiring a Yellow Fever vaccination are advised that there is a standard charge for this, and this is in addition to the charge for travellers' advice.

PRIVATE WORK

We offer a range of private medical services. Current fees are displayed at reception and on the waiting room notice board. These services are outwith the usual range of general medical services and include such things as special examinations, provision of reports for employers or insurers, counter signature of passports etc.

GENERAL

MEDICAL EDUCATION

Our practice is also fortunate in being approved to provide training in general practice for experienced doctors who wish to become general practitioners. There is usually at least specialist trainee working with us at any one time.

Medical students and nursing students attend the practice from time to time. We hope that you will co-operate with us and help the students learn about general practice. Rest assured you will be informed of their presence in advance, so if you do not want them to be present at the consultation, your wishes will be respected. This will not affect your treatment in any way.

RECORDING OF CONSULTATIONS

From time to time the doctors may wish to make a video recording of their consultations for training purposes. You will be asked for your written consent before any recording is made, and you have the right to have the recording erased at the end of the consultation if you so wish. These recordings will ONLY be seen by other general practitioners.

INFORMATION TECHNOLOGY

We are fully computerised. The computer is used for storing medical information, repeat prescriptions, and health-check reminders such as immunisations and cervical smears and allows us to provide a better service, especially in the field of preventative medicine. Confidentiality is of vital importance to us.

DATA PROTECTION ACT

The practice complies with the current legislation as laid down in the Data Protection Act 1984.

COMPLAINTS AND SUGGESTIONS

We make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong which might result in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible. Simply contact the practice manager, Ann Massey, and she will set all the necessary wheels in motion. Further written information on the complaints procedure is available from reception.

We are continually striving to improve our service. Any helpful suggestions would be much appreciated and a suggestion box is located in the waiting area.

AUDITS

We are continually looking at ways to improve our service to you, the patient, and in order for us to do this we monitor and audit different aspects of practice activity. From time to time we may ask you to complete a short questionnaire to help us. Your assistance at these times would be appreciated.

DISABLED ACCESS

Our Medical Centre has suitable access for disabled patients, and all the patient areas including waiting room, consulting rooms and toilets have wheelchair access. A hearing loop is in place at the reception desk.

ADVICE ON IMMUNISATION

It is very important that all children and babies are fully immunised. Illnesses such as diphtheria, tetanus and polio are, thankfully, rare now because of progressive immunisation policies. Our health visitors will be able to give you any advice/information that you may require on the full range of childhood vaccinations available.

THE FAMILY MEDICINE CHEST

Here is a list of useful medicines and dressings with a description of their uses. All are quite cheap and worth stocking at home in readiness for minor illnesses. Keep them in a box or cupboard with a lock, or store them well out of the reach of children.

SOLUBLE ASPIRIN TABLETS

For adults and children over the age of 16. Good for headaches, colds, sore throats (gargle with the solution) and pains in general. Aspirin should never be given to children under the age of 16.

PARACETAMOL MIXTURE

For relief of pain or fever in young children.

MENTHOL CRYSTALS

Add to hot water to make steam inhalations for treating catarrh and dry or painful coughs.

VAPOUR RUB

For steam inhalations. Also useful for children with stuffy noses or dry coughs. Rub on the chest.

ANTISEPTIC SOLUTION

One teaspoon diluted in warm water for cleaning cuts and grazes. For treating septic spots, sores in the nose and grazes.

CALAMINE LOTION

For dabbing (not rubbing) on insect bites, stings and sunburn.

DRESSING STRIPS

For minor cuts.

3" WIDE BANDAGE

To keep dressings in place. To support sprained or bruised joints.

COTTON WOOL

For cleaning cuts and grazes.

Remember that your local chemist can give you advice about medicines.

SELF TREATMENT OF COMMON ILLNESSES

BACK PAIN

Back pain causes 13 million lost working days in Britain each year. Usually too much or inappropriate lifting or gardening is the cause. Be sensible, take things easy, prevention is better than cure. Rest and painkillers will relieve most cases within a few days. Your doctor will not mind if you approach a qualified physiotherapist, chiropractor or osteopath directly.

BURNS AND SCALDS

Apply large quantities of cold water to the burn as soon as possible and maintain this for several minutes. A loose dressing is suitable for unbroken or mildly blistered skin. Larger burns and burns in children should be seen by a nurse or doctor.

COUGHS, COLDS AND SORE THROATS

No magic cure has been found for these common ailments. Viruses cannot be treated with antibiotics. Aspirin or paracetamol, soothing drinks and other remedies help relieve the symptoms until they pass naturally in a few days or so.

DIARRHOEA AND VOMITING

Again normally caused by viruses. Even holiday diarrhoea can be treated with small amounts of clear fluids, not milk, taken frequently to rest the stomach and prevent dehydration. In children, mixtures of glucose and salts (Rehidrat/Dioralyte) can be used. If the patient appears very ill, or in babies who can become dehydrated more quickly, consult the doctor if symptoms persist.

EARACHE

Usually earache accompanies coughs and colds. Paracetamol will relieve the pain. If symptoms persist, and with children, consult the doctor at the next surgery session.

HEAD LICE

Very common in children, head lice prefer clean hair and are not a sign of poor hygiene. Lotions are available from the chemist for all the family.

THREADWORMS

All children will get these at some stage. An itching bottom, especially at night, is the most common complaint. Threadworms resemble small pieces of white cotton. Your chemist can advise you about treatment, again for all of the family.

HEAD INJURIES/CONCUSSION

Most bumps on the head cause no damage. A slight headache can be helped with paracetamol. If the patient is knocked out for more than a few seconds, consult your doctor. He may advise that the patient is taken to hospital if a more serious injury is suspected even though the patient can at first appear well.

SPOTS

Most childhood spotty illnesses are minor and often cause little upset. Measles is more serious, but is rare now that all children are immunised. Your doctor will not mind you attending the surgery with a spotty child to confirm diagnosis. All of these illnesses are contagious before the spots appear.

INSECT BITES/STINGS

Antihistamine tablets from the chemist relieve itches as can calamine lotion. Antihistamine creams are not recommended.

NOSEBLEEDS

Pinch the nose between thumb and forefinger gently for five to ten minutes below the nasal bone. Persistent bleeding or a clot of blood down the throat may need further medical intervention. If heavy bleeding continues for more than 20 minutes you should go to A & E.

SPRAINS

R.I.C.E. - Rest, ice, compression, elevation. A cold compress with ice (a bag of frozen peas) applied over the strain for 30 minutes reduces and prevents swelling. A crepe bandage can be used and elevation continued until all swelling subsides. Gradual resumption of movements and exercise over a few days is recommended.

SUNBURN

Treat as other burns. Calamine lotion and paracetamol will help. Avoidance, especially in children is most important. High factor sunblock and hats etc are advisable in all but the mildest of exposure to the harmful effects of the sun.

CHARTER RESPONSIBILITIES

OUR RESPONSIBILITIES TO YOU

We will:

- Ensure our patients have 24-hour access to medical advice.
- Aim for you to have access to a GP, practice nurse or other healthcare professionals within 48 hours of your initial contact during surgery hours or, in urgent cases, the same day.

- Work in partnership with you to achieve the best medical care possible.
- Involve you and listen to your opinions and views in all aspects of your medical care.
- Advise and inform you of the steps you can take to promote good health and a healthy lifestyle.

We would respectfully ask that you:

- Let us know if you intend to cancel an appointment or are running late.
- Treat staff with courtesy and respect. Reception staff may have to ask some personal questions to assist us in providing you with the best service.
- Inform the practice staff of any alterations in your circumstances, such as change of surname, address or telephone number. Please ensure that we have your correct telephone number, even if it is ex-directory.

As patients, you are responsible for your own health and that of any dependants. It is important that you take heed of any information and adhere to advice given to you by health professionals, and co-operate with the practice in their endeavours to keep you healthy.

ZERO TOLERANCE TO VIOLENCE

The practice considers aggressive behaviour to be any personal, abusive and/or aggressive comments, bad language, physical contact and/or aggressive gestures. The practice will request the removal of any patient from the practice list who is aggressive or abusive towards a doctor, member of staff, other patient, or who damages property.

All instances of actual physical abuse inflicted on any doctor or member of staff, by a patient or their relatives, will be reported to the police as an assault.

CONFIDENTIALITY

INFORMATION SHARING

The practice complies with the Data Protection and Access to Medical Records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you eg from district nurses and hospital services.
- The Freedom of Information (Scotland) Act 2002 aims to increase openness and accountability for information held by public authorities. We in the practice are obliged to help anyone who proposes to make a request for information. We will deal with written requests within 20 working days. NHS Tayside may charge for handling a request; however, there will be a maximum limit on the cost charged to patients.
- To help you access other services eg reports for insurance companies, solicitors, etc. This will require your written consent and you have the right to see and alter any report before it is forwarded to any second party.
- When we have a duty to others eg in child protection cases.

Anonymised patient information will also be used at local and national level to help the Health Board and government plan services eg for diabetic care. If you do not wish anonymous information about you to be used in such a way, please let us know.

VISIT OUR WEBSITE

The surgery website is a most effective way of giving our patients access to help and the latest information 24 hours a day, 7 days a week. It contains complete information about all the services we offer. It also details how the practice is organised and introduces our doctors, other medical and administrative staff and describes their various responsibilities. For easy, convenient access to our website, bookmark or place our website address in your favourites folder today.

PRACTICE AREA

The map shows the practice boundaries. In rural areas practice boundaries are difficult to define and there is considerable overlap with neighbouring practices.

Please see the map opposite and if you are in any doubt please ask the receptionist.

GUIDE TO PRACTICE BOUNDARY

WHAT TO DO IN TIME OF BEREAVEMENT

IF DEATH OCCURS AT HOME

- 1) Telephone the doctor, who will visit to confirm death has taken place.
- 2) Contact Funeral Directors.

WHEN DEATH OCCURS IN HOSPITAL

- 1) Contact a Funeral Director to inform them their services will be required.
- 2) Collect the doctor's death certificate from the hospital.
- 3) Take to the registrar of the area in which the death took place. Also take the deceased's medical card and birth certificate.
- 4) Take the green form to the Funeral Director who will take over complete responsibility for arranging the funeral.

OTHER SOURCES OF INFORMATION

The websites listed below contain useful information on aspects of health and well-being and have informative leaflets.

www.patient.co.uk - Useful leaflets, self-help groups and medical information

www.womenshealthlondon.org.uk - Women's health issues and topics

www.mindbodysoul.gov.uk - Information for teenagers on sexual health, drugs and well-being

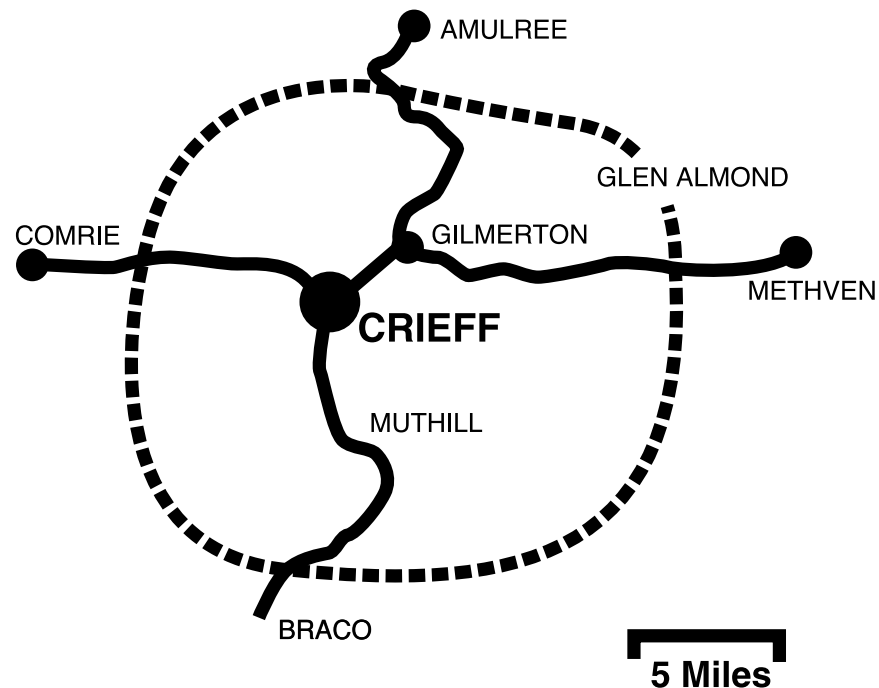
www.menshealthforum.org.uk - Men's health information

www.nhs24.com - General health information

FREEDOM OF INFORMATION ACT PUBLICATION SCHEME

The Freedom of Information (Scotland) Act 2002 came into force on 1st January 2005 and enables any person requesting information from a public body to receive that information, subject to certain exemptions.

The Practice Publication Scheme Document is available to view. Please contact the practice manager for more information.



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USEFUL TELEPHONE NUMBERS

CRIEFF MEDICAL CENTRE 01764 652283
Repeat Prescription Line - 24 hours 01764 655510

CHEMISTS

Boots 01764 652310
Comrie..... 01764 670210
Davidson 01764 652177
Lloyds 01764 652727
Strathearn..... 01764 654876 (0500 240104)

DISTRICT NURSES

Crieff Health Centre..... 01764 652257

DSS OFFICE..... 01738 621261

HEALTH BOARD

(Primary Care Services) 01382 818479

HEALTH VISITORS (Crieff Health Centre) 01764 655535/656397

HOSPITALS

Crieff Hospital 01764 653173
Dundee Royal 01382 660111
Murray Royal (Perth)..... 01738 621151
Ninewells (Dundee)..... 01382 660111
Perth Royal Infirmary 01738 623311
Stirling Royal Infirmary 01786 434000
King's Cross (Dundee) 01382 660111

POLICE

Crieff 01764 652247
Perth..... 01738 621141

REGISTRATION OF BIRTHS AND DEATHS

Crieff 01764 655151

SOCIAL WORK DEPARTMENT

James Square, Crieff..... 01764 657510
Adult Care, Perth..... 01738 476700
Crossroads, Perth..... 01738 639460
Environmental Health, Perth..... 01738 476476
Home Help Service, Crieff..... 01764 657520
Housing Department, Crieff 01764 657540
Meals on Wheels 01738 476700
Home Help/ Homecare..... 01738 476200

FUNERAL DIRECTORS

Gaulds 01764 656567
Strang & McLagan, Perth..... 01738 623262